GSA FLEET TELEMATICS

FREQUENTLY ASKED QUESTIONS (FAQs)

Technical

Program Related

Contractual

Data Related

Answers

Technical

What does the device look like and what are its specifications?

- The GO9 device is a small (2" x 1" x 3") accessory that uses a universal T-harness to connect to either the standard 16-pin OBD-II port (most common) or the 9-pin heavy duty SAE J1939 diagnostics port (less common).

Can telematics devices cause dead batteries?

- Potentially (but very unlikely). While the device does draw energy from the battery, the usage is very low. The Geotab GO device enters into sleep mode when the vehicle is turned off and will only draw 2.5 mA of current. A typical car battery has a capacity of 50 Ah, which means it would take approximately two years before the device could deplete the battery. This only occurs if the vehicle is parked for a significant duration of time. Normal vehicle operations will not see any impact by the minimal battery draw of the GO Device.

Should the device ever be uninstalled or taken out of the vehicle?

- *No.* Once installed, the devices should never require removal. In case of accidental removal, the device can simply be reinstalled to begin the re-initialization process. If a device is removed or tampered with purposefully, GSA Fleet may issue an Agency Incurred Expense (AIE) per GSA Fleet's Normal Wear and Tear Policy.

Can maintenance facilities still run diagnostics scans while the device is installed?

- *Yes.* The GO device will be connected to the OBD-II/J1939 port via a universal T-harness. Technicians will have the ability to connect diagnostic readers to the OBD-II/J1939 port with no need to remove the device. This diagnostic data is also available through the device itself via the MyGeotab platform

Will the same device be compatible with all vehicle types?

- *Yes.* The only difference will be which T-harness is installed in the vehicle (9-pin vs 16-pin)

Will installation of the device void any manufacturer's warranties?

- *No.* Per the Moss Magnuson Warranty Act of 1975, manufacturers are prohibited from voiding warranties due to aftermarket additions to the vehicle.

Can I use the software on an iPad, Android or Windows tablet?

- The MyGeotab application is designed to run on your device's web browser. As long as the device you are using has an active internet connection, you will be able to access MyGeotab regardless of your location, computer or mobile device.
- The Geotab Drive mobile application is available on iOS (iPhone, iPad and iPod Touch) 5.0 or later and Android 3.0 or later (Android 2.1 or later when using Firefox for Android.

Program Related

Is the leased vehicle I receive from GSA eligible for this service?

- *Yes.* All GSA Fleet vehicle types and models are supported. Exceptions being vehicles that lack an OBD-II or J1939 port (e.g. golf carts, trailers, etc.). All orders placed after January 1, 2020 will be targeted for installation prior to customer assignment/pick-up at eligible marshaling locations.

How are the devices and T-harnesses ordered? Do customers need to make a selection in CAM?

- When GSA Fleet places an order for a replacement/additional vehicle, a corresponding order will automatically be placed for telematics. GSA Fleet coordinates the order and installation.
- Once the device is installed in a GSA Fleet leased vehicles and the vehicle assigned to your agency, authorized personnel will have the ability to opt-in for expanded telematics features in a new Drive-thru module (currently under development). Once enabled, the selected feature(s) will be billed to your agency on its standard Fleet leasing bill as a separate line item.

What is the difference between the base telematics service GSA Fleet provides and agency opt-in subscription?

- Without a customer opting-in for the ProPlus subscription, the only data that customers will receive is telematics derived (engine based) odometer readings (automating mileage reporting for any vehicle installed with the solution). Over time, GSA Fleet may share other telematics data received, particularly if it will benefit the agency in annual FAST Reporting (KwH consumption for Electric Vehicles, for instance). Please see the Telematics Fact Sheet on www.gsa.gov/telematics for a comprehensive list of all services included with the customer subscription.

My vehicle has been lost or stolen but it has the GSA telematics solution installed, how can I locate it?

- While GSA Fleet does not have access to GPS data, this feature can be activated by a customer that has opted-in for the ProPlus subscription - and the location of the vehicle can easily be determined. Alternatively, with the consent of the customer agency, GSA can request that Geotab locate the vehicle in order to prevent an AIE of the lost/stolen asset. Unfortunately, if the device was removed from the vehicle during the theft or a device lacking GPS capacity was installed, there are no options.

What happens if a vehicle is totaled with the telematics device installed?

- There is no need to physically remove or take possession of the device. The service will be terminated. Note: It is possible that if the accident enters into litigation, a third party may subpoena the information that was captured by the telematics device (along with other information captured by on-vehicle devices). Any requirement to hold that

information would be made officially through the legal representation involved in the litigation (and would be made to the responsible Government tort attorney).

What happens if I move the device to another vehicle?

- *Under normal circumstances, this should not take place.* If an unforeseen need arises for a device transfer, the GO device will figure out that it has been plugged into another vehicle when it detects new VIN information from the vehicle. Once the GO device learns that it is in a new vehicle, it will automatically re-calibrate itself using its built-in accelerometer to determine its new orientation in order to detect **acceleration** events properly. Finally, the GO device will reset its previously held engine data, such as the odometer value, and will begin logging the values that it receives from the new vehicle. The device will send an alert whenever it is removed and/or transferred to another vehicle.
- In MyGeotab, device management is now automated. When the GO device detects a new VIN, it will automatically create a new vehicle in MyGeotab, eliminating the need to manually perform this change.

How many users can have access to an Agency's MyGeotab portal?

- You can create an unlimited number of users. Users can be configured to have specific roles with varying levels of access. You can set up distinct groups of user accounts to be used for your dispatchers, managers, supervisors, and administrators. You can manage your user accounts by navigating to Administration and then selecting Users within the MyGeotab Portal.

What if the device breaks or malfunctions?

- If you suspect an installed unit is malfunctioning, please contact the Fleet Solutions team at fleetsolutions@gsa.gov to determine if the issue can be resolved. We will loop in the appropriate team at Geotab to troubleshoot the issue. If not, Geotab will send out a new device free of charge.

Can I have existing GSA leased vehicle(s) retrofitted with the solution?

- Once the GSA Fleet telematics program is open/offered to all customers later in FY20, agencies may request existing/in-service vehicles be retrofitted with the solution. Agencies must submit this request in writing to fleetsolutions@gsa.gov and must include the vehicle VIN, tag and locations of the vehicles. GSA Fleet will evaluate the request based on Projected Replacement Dates and other factors and will respond in kind.

My agency has Labor Relations/Human Resource concerns over telematics. What do you recommend?

- Ultimately, it will be up to your agency to address any concerns brought up by your agency's union representatives. However, we have created a short document highlighting some best practices and suggestions on how to go about this and can share it upon request (email fleetsolutions@gsa.gov).

I already have telematics installed in my GSA Fleet leased vehicles. Can I opt out of the GSA Fleet provided solution?

- *No.* All GSA Fleet leased vehicles ordered after January 1, 2020 will be targeted for installations. If your agency already has a telematics solution already deployed/installed on a GSA Fleet leased vehicle in-service/assigned, that solution can remain in place until it is turned in for replacement. Please keep in mind that, beginning with the FY20 acquisition season, new GSA Fleet leased vehicles will have the Geotab solution installed. GSA Fleet will not sign any new Letters of Agreements (LOAs) authorizing other telematics solutions.

What training materials are available?

- Our GSA Fleet Desktop Workshop on telematics is available for viewing
- For installations, Geotab has made the following YouTube video
- Device support for GSA Fleet's Telematics Program is provided here

Contractual

Can our agency request that some of these devices be installed in our agency-owned vehicles under this BPA?

- *No.* This BPA is only for GSA Fleet leased vehicles.

How does this BPA differ from the old (AT&T) one?

- This BPA will only cover GSA leased vehicles. The AT&T telematics BPA will expire on March 31, 2020.

Am I locked into a contract if I opt-in for a subscription?

- *No.* The service is provided from month-to-month. You may cancel or renew a subscription at any time throughout the year via the Telematics module in GSA Fleet Drive-thru (currently under development)

Data

How long is data stored?

- Data can be archived for up to 72 months after it is captured.

What type of data will GSA Fleet be collecting?

- GSA Fleet is only concerned with collecting mileage, engine, and diagnostic data for improved maintenance and oversight into the health and utilization of its assets. The data collected can also enhance safety and compliance measurements.

How are cybersecurity requirements addressed?

- Geotab holds FIPS 140-2 certification. Data At Rest (DaR) and Data In Transit (DiT) is encrypted using the FIPS 140-2 validated cryptographic library. All data stored within the MyGeotab portal is encrypted with AES 256 disk encryption. All data transmission within the MyGeotab solution uses TLS 1.2. Geotab is currently within the "In Process" stage of the Federal Risk and Authorization Management Program (FedRAMP) and is projected to finish in FY20.
- We also have a GSA Authority to Operate which examined security controls of the service and is cleared to operate on federal vehicles.

Does GSA Fleet have access to GPS data of leased customer vehicles?

- *No.* Only customers who explicitly opt-in to the ProPlus subscription will have the ability to activate GPS tracking and related data. GSA will not see this data unless shared from the customer agency.